**GENERAL TERMS AND CONDITIONS FOR BEAUTY PRODUCTS HOME DELIVERY**

For the convenience of its customers, ERA Department Stores are offering the option of the home delivery of its products and the ability of its customers to order from home.

1. The possible methods of ordering are shown below. The methods of ordering are subject to change at the discretion of the company without prior notice.

ERA Olympia, Limassol:

* By telephone – 96541059/25591199
* By email: erabeauty.olympia@ermes.com.cy
* By message to ERA Facebook page - [www.facebook.com/eradepartmentstores](http://www.facebook.com/eradepartmentstores)
1. ERA Department Stores may, at their discretion, set geographical and/or other delivery limits, such as minimum order value.
2. Order placement is a customer proposal to ERA Department Stores. The contract is concluded only when the Customer receives confirmation of their order.
3. ERA Department Stores are not responsible and liable for any damage from the cancellation of orders, non-execution or delay in their execution, for any reason.
4. ERA Department Stores do not have any liability to any customer for any financial or other damage that may result from refusal or failure to perform, delay, or cancelation of the delivery service.
5. ERA Department Stores reserve the right to modify these terms without prior notice.

**Ordering and Delivery Procedure**

1. In all instances and method of ordering, the consumer is required to correctly and timely provide the following (at minimum) the following information: 1) Contact name and phone, 2) Order delivery address, 3) Area, 4) Preferred day and delivery time, 5) correct description of the products you wish to order 6) if you are a member of Unique by Ermes
2. The execution of any order is subject to the availability of the products.
3. The Customer has the strict and sole responsibility to submit correct information in order for their order to be completed.
4. Orders by email & social media messages will be received daily
5. Orders by phone will be received Monday through Saturday from 09:30 to 16:30.
6. Orders can be delivered to addresses located within the city limits (Nicosia, Limassol, Larnaca, Limassol). Additional charges may apply for orders outside the local delivery areas. If your post code is included in the list below, your order will be delivered to your home. If your post code is not in the below list, your order will be available for 'Pick-Up' at the closest GAP AKIS EXPRESS location to your delivery address and you will be notified by GAP AKIS EXPRESS when the package is ready for pick-up.
7. **Home Delivery Post Codes:**

1010, 1011, 1015, 1016, 1017, 1020, 1021, 1022, 1025, 1026, 1027, 1028, 1033, 1035, 1036, 1037, 1040, 1041, 1042, 1045, 1046, 1047, 1048, 1049, 1055, 1056, 1057, 1060, 1061, 1065, 1066, 1070, 1071, 1075, 1076, 1077, 1080, 1081, 1082, 1085, 1086, 1087, 1090, 1095, 1096, 1097, 1100, 1101, 1102, 1105, 1106, 1107, 2000, 2001, 2002, 2003, 2006, 2007, 2008, 2011, 2012, 2013, 2014, 2015, 2018, 2019, 2020, 2021, 2023, 2024, 2025, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2057, 2058, 2059, 2060, 2062, 2063, 2064, 2066, 2100, 2101, 2102, 2103, 2107, 2108, 2109, 2112, 2113, 2114, 2115, 2116, 2120, 2121, 2122, 2123, 2212, 2220, 2221, 2222, 2223, 2224, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2248, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2310, 2311, 2312, 2313, 2314, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2328, 2330, 2331, 2332, 2333, 2334, 2335, 2350, 2360, 2361, 2362, 2363, 2364, 2365, 2368, 2369, 2370, 2372, 2373, 2376, 2400 ,2401 ,2402 ,2404 ,2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2540, 2546, 2548, 3010, 3011, 3012, 3013, 3015, 3016, 3017, 3020, 3021, 3022, 3025, 3026, 3027, 3030, 3031, 3032, 3033, 3035, 3036, 3040, 3041, 3042, 3045, 3046, 3047, 3048, 3050, 3051, 3052, 3055, 3056, 3060, 3061, 3065, 3066, 3067, 3070, 3071, 3075, 3076, 3077, 3080, 3081, 3082, 3083, 3085, 3086, 3087, 3090, 3091, 3095, 3096, 3100, 3101, 3105, 3106, 3107, 3110, 3111, 3112, 3113, 3115, 3116, 3117, 3118, 3119, 3120, 4000, 4001, 4002, 4003, 4004, 4005, 4006, 4007, 4008, 4040, 4041, 4042, 4043, 4044, 4045, 4046, 4047, 4048, 4049, 4100, 4101, 4102, 4103, 4104, 4105, 4106, 4107, 4108, 4130, 4131, 4150, 4151, 4152, 4153, 4154, 4155, 4156, 4157, 4158, 4159, 4170, 4180, 4181, 4182, 4183, 4184, 4185, 4186, 4187, 4188, 4189, 4190, 4191, 4192, 4194, 4521, 4527, 4531, 4532, 4533, 4534, 4549, 4551, 5280, 5281, 5282, 5283, 5284, 5285, 5286, 5288, 5289, 5290, 5291, 5292, 5294, 5295, 5296, 5297, 5310, 5311, 5312, 5313, 5314, 5315, 5316, 5317, 5318, 5330, 5340, 5341, 5343, 5344, 5345, 5346, 5370, 5380, 5385, 5390, 6010, 6011, 6012, 6013, 6015, 6016, 6017, 6018, 6019, 6020, 6021, 6022, 6023, 6025, 6026, 6027, 6028, 6030, 6031, 6032, 6033, 6035, 6036, 6037, 6040, 6041, 6042, 6043, 6045, 6046, 6047, 6050, 6051, 6052, 6053, 6055, 6056, 6057, 6058, 6059, 7020, 7041, 7060, 7081, 7100, 7101, 7102, 7103, 7104, 7130, 7550, 7576, 7578, 8010, 8011, 8015, 8016, 8020, 8021, 8025, 8026, 8027, 8028, 8035, 8036, 8040, 8041, 8042, 8045, 8046, 8047, 8048, 8049, 8057, 8200, 8201, 8204, 8220, 8221, 8280, 8290, 8310, 8549, 8574, 8820, 8840, 8999.

1. The order and delivery period will be Monday through Friday.
2. Delivery orders will be fulfilled as soon as possible based on product availability. ERA Department stores will make a reasonable effort in contacting our customers in a timely manner, to provide all necessary information regarding their order.
3. During this period due to the restrictive, protective measures for limiting the COVID – 19 pandemic, there might be delays in deliveries. We want to assure our customers that we will make a reasonable effort to deliver within 3 days for the day of the order payment.

**Service Fees and Payment**

1. Online Orders can be paid a) via a payment card through a link, that will be send to the registered mobile number, upon the order confirmation, b) By phone with the use of a credit card and c) Payment on delivery (charge of 1€ applies)
2. The order will proceed to delivery fulfillment after order payment from the customer.
3. No order will proceed to delivery fulfillment unless the payment is confirmed.
4. The delivery charge for orders is €3 or free of charge for orders €30 and more.

**Product Return Policy**

1. Due to the limitations of the COVID – 19 protective measures, our return policy has been adjusted for the best possible customer service.
2. If you are not entirely satisfied with your purchase, please return the products in its original packaging, in a sellable condition within 28 days, from the reopening of the Department Store (following government instructions) with your receipt or exchange card.
3. If you are not entirely satisfied with your purchase, you may choose to return the products in its original packaging, in a sellable condition via courier. The return costs are borne by the customer.
4. In the case of a mistake in the delivery, of faulty or damaged products, the return will be made via courier but the charges are borne by the company. We are offering a free delivery of the correct products to replace the previous order.
5. Kindly note, that for hygiene reasons we are unable to accept the return or exchange of certain cosmetic products whose packaging has been opened or damaged or are their seal has been remove as well as cosmetics Gift Sets.
6. This does not prejudice your legal rights.

**Processing of personal data**

* When you communicate ERA Department Stores and/or when placing an order, we will process your personal data in accordance with the provisions of :
* the General Data Protection Regulation (GDPR 2016/679),
* the applicable Cypriot legislation for the protection of personal data,
* Any specific national and European legislation in certain fields, the data protection of personal data and privacy in the field of electronic communications (Law 112 (I) / 2004, as the case may be) apply).
* For any questions/clarifications on the subject of data protection and any requests for the exercise of legal rights, you may contact the data controller at dpo@ctcgroup.com.cy.